

NHID E-NEWS

Issue 9
April 2006

COMMENTS FROM THE COMMISSIONER'S OFFICE

In conjunction with the NAIC's "Insure U" consumer education program (See story on page 5), the Department will emphasize consumer outreach and education as an important Insurance Department initiative and priority. It is my belief that educating the consumer is a significant part of consumer protection. The Department will be engaging in more community outreach activities to meet the insurance information needs of New Hampshire's citizens. Some of the planned initiatives include:

- * Public Service Announcements on fake insurance will be made available to New Hampshire television stations.

- * Partnerships with other groups, agencies and individuals with a similar constituent base to reach a greater number of people with consumer information.

- * Formation of a speakers bureau as a resource for various groups to draw on to speak to their members about insurance issues and education.

- * Expanding the consumer information section of the Department's web site to improve the organization of information, and to expand the insurance information and links available there.

- * Expand printed information on a variety of insurance topics and make it available to the public on request, free of charge.

- * Expand contact with the press and media to increase dissemination of insurance information about new or significant events or issues.

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INSIDE THIS ISSUE:

Legislative News	2
NHID Staff News	3
Enforcement	3
Producer News	4
"INSURE U"	5
Speaking Engagements	6
Company Changes	7

COMMISSIONER'S COMMENTS CONT.

- * Expanded participation in events, fairs and similar activities.
- * Development of community access television opportunities for disseminating information.

We hope that these and other actions will provide the insurance consumers of this state with accessibility to information that will assist them in making decisions about their various insurance needs. We hope that our efforts will result in New Hampshire consumers having an improved understanding of when and why they need insurance, how much and what type they need, and what to look for in coverage, benefits and service that will meet their specific individual needs.

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LEGISLATIVE UPDATE 2006

The current status of the four bills requested for introduction by the Department are as follows:

HB 1192 Property & Casualty Technical Changes: Passed by the House with Department amendments in March. Scheduled to be passed by the Senate with additional amendments on May 3rd.

HB 1592 Life, Accident & Health Technical Changes: Passed by the House with Department amendments in March. Tabled by the Senate on April 20th.

SB 283 Stop Loss Insurance: Passed by the Senate with Department amendments in February. Passed by the House on April 12th with additional Department amendments and concurred by the Senate on April 20th.

SB 391 Third Party Administrators: Passed by the Senate in March. Passed by the House with Department amendments on April 19th. We anticipate Senate concurrence.

ENFORCEMENT— PRODUCER AND COMPANY ACTIONS

Re: Brunken, Stephen K.

Consent Order and Agreement

Docket No. INS NO. 05-047-EP

A hearing was held and a non-resident producer license was issued without restrictions.

Order and Agreement: October 4, 2005

Action: Licensed issued Jan. 2006

Re: Smith, Gary M.

License denied for failing to report
administrative action taken by
another jurisdiction.

Action: Licensed denied 2/01/06



NHID STAFF NEWS

The following individuals joined the Department over the last few months. We welcome them to their new "home".

Alain Couture, Insurance Company Examiner – LAH Market Conduct
Catherine Drew, P&C Consumer Services Officer – Consumer Division
Sharon Patsfield, Intern – Licensing Division
Paula Cook, Senior Clerk Interviewer – Business Division

The following individuals employed by the Department have changed titles:

Cheryl Moses, Business Division to Insurance License Clerk - Licensing Division
Joan LaCourse, Licensing Clerk to Administrative Supervisor - Licensing Division
Norma Stallings, Financial Examiner to Tax Auditor – Business Division

PRODUCER LICENSING NEWS

The Producer Licensing Division has seen many changes in operations over the last few months. Some of these have been major policy and procedure changes, and some have been small administrative changes. All of these are designed to enhance the efficiency of the Division, allowing us to better serve our customers. More changes are planned for the future, and a few of them are highlighted in this article.

In March the Department switched its internal licensing database to a system called *State Based Systems (SBS)*, designed and managed by the NAIC. We joined New Jersey, Rhode Island, Delaware and the District of Columbia in using that system. Other states are expected to join soon. This web-based system will allow us to move toward on-line licensing for resident producers and adjusters. Our non-resident customers already obtain new and renewal licenses online through the National Insurance Producer Registry.

The Department also introduced an online "license look-up" tied into our database. This free look-up service provides real-time status of all of our licensees. It can list all producers in an area, and may be used as evidence of licensure in good standing and substitute for letters of certification for our residents seeking licenses in other states. There is a link on our website.

Change to business rules: **Effective Immediately**

- Criminal record checks will no longer be required for resident producer and adjuster applicants. See our website for details.
- Adjuster applications no longer require photographs. We are making amendments to our application to reflect that, and other changes.
- Checks remitted to the Department with insufficient funds will result in immediate license suspension and eventual cancellation if the obligation is not satisfied. See our web site for details.

What's Next?:

- Online license processing for resident producers is being introduced soon. We are anxiously anticipating this enhancement with hopes of increased efficiency for our customers.
- Online Licensee Service (OLS). This is a subscription service available at a nominal fee from the NAIC. It will allow licensees to print unlimited duplicate licenses, change addresses, receive automated e-mail notifications of renewals, LOA changes and a list of other services. The annual subscription cost to the licensee will be less than the current fee for printing one duplicate license. See our web site for details.
- Insurance Department administrative rule Ins 1300 (continuing education) will be undergoing revision soon.

“INSURE U” CONSUMER EDUCATION INITIATIVE LAUNCHED

Insurance Commissioner Roger Sevigny participated in the launch of a nationwide consumer education initiative by the National Association of Insurance Commissioners (NAIC) called “Insure U”.

The Insure U program has two objectives – to help consumers learn about insurance as their needs change at different life stages, and to educate them about how to avoid being scammed by fake insurance companies. Insure U is structured to target the auto, home, life and health insurance needs of consumers at four different life stages – young singles, young families, established families and empty nesters/seniors. The program includes an on line education site at www.insureuonline.org, or via a link on the Insurance Department’s web site www.nh.gov/insurance. Consumers can learn about insurance, take on-line quizzes, and download and print an Insure U diploma.

As part of the initiative, Commissioner Sevigny appears in a public service announcement, distributed to New Hampshire television stations, that warns consumers about fake insurance.

“Our objective is to help New Hampshire consumers make smart insurance decisions. We hope this resource will demystify insurance for the general public and assist them in making informed decisions” said Commissioner Sevigny.

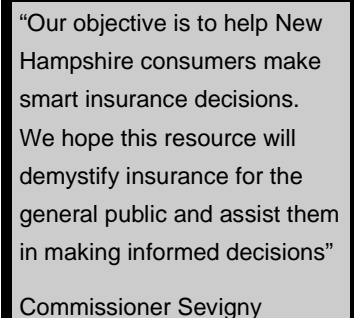
NAIC research revealed troubling misunderstandings about insurance by the public. The findings of the research include:

20% of young singles said they would let their auto insurance lapse to save money.

18% of young singles said they would decline employer sponsored health insurance to save money.

Less than 50% of young families have purchased life insurance for either spouse.

Less than half of all consumers are suspicious about the major warning sign associated with fake insurance – premiums that are significantly less than comparable real policies.



“Our objective is to help New Hampshire consumers make smart insurance decisions. We hope this resource will demystify insurance for the general public and assist them in making informed decisions”
Commissioner Sevigny

Consumers are encouraged to contact the Department at 1-800-852-3416 to confirm they are doing business with a real insurance company licensed to do business in New Hampshire.

Participation in Insure U reaffirms the New Hampshire Insurance Department’s commitment to consumer education, and reinforces our initiative to help consumers avoid being taken in by insurance scams.

SPEAKING OF INSURANCE!

Engagements to catch.....

May 5th, David Withers, Property & Casualty Actuary, will be participating at the AICP (Association of Insurance Compliance Professionals) Education Day on a panel discussing "hot topics" to be held in Marlborough, Massachusetts.

May 8th & 9th, Commissioner Sevigny will attend an NAIC conference on E-regulation in Kansas City.

May 11th, the NHID will be an exhibitor, staffed by Kathleen Belanger, Consumer Division Director, at the NH Jumpstart Coalition Money Smarts Conference at the Grappone Center in Concord.

May 15th, the Commissioner will be the guest speaker at a meeting of the New Hampshire Insurance Women's League at Fratello's Restaurant in Manchester.

May 24th, Commissioner Sevigny will be a featured speaker at the PIA Annual Conference to be held at the Grappone Center in Concord.

May 24th, the NHID will be an exhibitor, staffed by Pauline Lamy, Consumer Services, at the New Hampshire Conference on Aging at the Radisson Hotel in Manchester.

May 24th, the Department's new Fraud Attorney, Catherine Tucker, will address the N.H. CPCU Chapter at a breakfast meeting to be held at the Cat 'N Fiddle Restaurant in Concord.

June 5th, Catherine Tucker, Fraud Attorney, will be conducting a fraud training seminar for Seniors at the Hillsborough County Nursing Home.

June 9th through June 11th, Commissioner Sevigny and staff of the Department will be attending the NAIC Summer Meeting in Washington, D.C.

June 16th, the Commissioner will attend the groundbreaking ceremony for Liberty Mutual's new facility in Dover, NH.



2006 COMPANY CHANGES

COMPANY NAME CHANGES:

OLD NAME	NEW NAME	EFFECTIVE DATE
Mutual Protective Ins Co	Medico Insurance Co.	01/01/06
Central National Life Co of Omaha	Renaissance Life & Health Ins. Co of America	11/02/05
National Grange Mutual Ins. Co.	NGM Insurance Company	10/27/05
GE Group Life Assurance Co.	Genworth Life & Health Ins. Co.	03/24/06
Gerling Global Reinsurance Corp. of America	Global Reinsurance Corp of America	11/15/05
AXA Corp. Solutions Ins Co	AXA Insurance Company	12/07/05
MIC Life Ins Corp	Perico Life Insurance Co.	12/13/05
Highmark Life Ins Co	HM Life Insurance Co.	04/01/06

NEWLY LICENSED COMPANIES:

COMPANY NAME	TYPE OF LICENSE	EFFECTIVE DATE
Health Net Life Ins. Co.	Life & Health	03/27/06
American Public Life Ins. Co.	Life & Health	04/04/06
American Surety Co.	Property & Casualty	04/18/06

AMENDED LICENSES:

COMPANY NAME	LINE OF BUSINESS ADDED OR REMOVED	EFFECTIVE DATE
Starnet Insurance Co.	Added Accident & Health	04/20/06
Mount Vernon Fire Ins Co.	Removed the exclusion of Marine Coverage and added Fidelity & Surety	04/24/06

COMPANY MERGERS:

OLD NAME	WITH AND INTO	EFFECTIVE DATE
ING Insurance Co. of America	ING Life Ins & Annuity Co	12/31/05
Manufacturers Life Insurance Company of America, The	John Hancock Life Ins Co	12/01/05
Sea Insurance Company of America, The	Royal Indemnity Company	12/31/05

Cont....

2006 COMPANY CHANGES

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COMPANY REDOMESTICATIONS:

COMPANY NAME	FROM & TO	EFFECTIVE DATE
Pacific Life Insurance Co.	California to Nebraska	09/01/05
Vanliner Insurance Co.	Arizona to Missouri	11/01/05
National Fire Ins. Co. of Hartford	Connecticut to Illinois	01/01/06
Commercial Ins. Co. of Newark NJ	New Jersey to South Carolina	01/01/06
Firemen's Ins Co. of Newark NJ	New Jersey to South Carolina	01/01/06
Liberty Mutual Fire Ins. Co.	Massachusetts to Wisconsin	12/22/05



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